



**Chandler • Arizona**  
Where Values Make The Difference

April-May 2014  
www.chandleraz.gov

# CityScope

*a community newsletter for the residents of Chandler*



## Reminders...

Did you know that you can file and pay business sales tax fees online? You can also access account information, obtain various forms and find answers to common questions about sales tax. Visit [www.chandleraz.gov/tax](http://www.chandleraz.gov/tax).

Do you have more questions specific to your business? Register for a free taxpayer education class. Classes are offered the second Wednesday of each month. For a complete schedule of classes and to reserve a spot, visit [www.chandleraz.gov/tax](http://www.chandleraz.gov/tax) or call 480-782-2308.

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The Chandler Police Department offers a free self-defense course for women with a focus on awareness, avoidance, prevention and risk reduction. R.A.D. (Rape Aggression Defense) teaches women defensive strategies to mitigate various types of assaults.

For more information or to enroll in a class, please contact the Crime Prevention Unit at 480-782-4521. Upcoming sessions will be offered May 6, 8, 13, 15.

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City offices will be closed:

**Monday, May 26, for Memorial Day.**

Trash and recycling collection will not be affected by this holiday, and normal collection will occur.

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The estimated population for the City of Chandler as of Mar. 1, 2014, is 243,796 (+102 from last month).

## Enhanced utility bill coming soon

The City of Chandler is introducing an enhanced utility billing system that will help customers manage their account information and simplify the payment process, all while offering more convenience, flexibility and security than ever before. The new system will help the City streamline its utility service processes and enable customer service representatives to provide more personalized assistance.

As we transition to the new system, we are working to minimize the overall impact on our customers. However, all utility customers will have a new customer number and account number that will be printed on the redesigned billing statement. The change in customer and account numbers means that customers currently using the City's online bill payment system through their bank must update their payment information on the bank's website once the new billing system is implemented. This action must be taken to ensure that your payments are electronically applied to the correct account. If this is not done, payments through the bank may be delayed, which could affect your account status with the City of Chandler.

New customer and account numbers will be provided with your first bill with the new system. You'll also receive a letter with information about how to read your new bill, instructions for any action you might need to take, as well as some of the commonly asked questions about the new bill. Please read the letter, future issues of the *CityScope* newsletter, and visit the City website -- [www.chandleraz.gov/utilitybill](http://www.chandleraz.gov/utilitybill) -- for more details about the new utility billing system and how these changes will impact you.

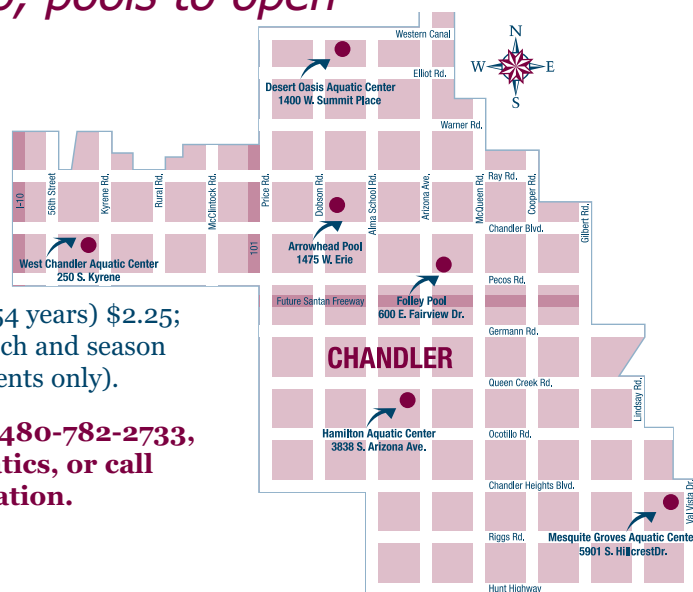
## How to report a street light outage

You can report a street light outage online at [www.chandleraz.gov](http://www.chandleraz.gov), on the City's mobile phone app, or call the Street Light Repair Hotline at 480-782-3460. Street lights are repaired during the day so it is important to provide the most accurate description of the location of the street light and the nature of the malfunction. Make note of: the light pole location; nature of the problem; your name, address and daytime telephone number; pole number (located on the side of the pole facing the street near eye-level, and is preceded by the letters "CH.") Repairs are scheduled by zip code as follows: Monday: 85224; Tuesday: 85226; Wednesday: 85225; Thursday: 85248 and 85286; Friday: 85249.

## As weather heats up, pools to open

Chandler has six pools and aquatic centers! Mesquite Groves Aquatic Center opened for the season on March 8 and has daily operational hours. Visit [www.chandleraz.gov/aquatics](http://www.chandleraz.gov/aquatics) for opening schedules and hours of operation. Admission fees are: Children (2-17 years) \$1; Adult (18-54 years) \$2.25; Senior (55 years & older) \$1.25; Punch and season passes are available (Chandler residents only).

**Call the Pool Information Line 480-782-2733, visit [www.chandleraz.gov/aquatics](http://www.chandleraz.gov/aquatics), or call 480-782-2750 for more information.**



## Spring cleaning tips

Earth Day is April 22, but residents should think about protecting our environment every day. With the changing weather, many residents are taking time to clean their homes, garages, sheds and yards. The City provides many safe, convenient and free ways to dispose of items properly.

- For green cleaning tips to clean your home, visit [www.chandleraz.gov/recycle](http://www.chandleraz.gov/recycle).
- Leftover paint, pesticides, oil, antifreeze, pool chemicals and other household chemicals should be disposed of properly. DO NOT place these items down the drain, in the street, alley, or in your recycling or trash can. Residents may schedule an appointment to bring these items to the Household Hazardous Collection Center by calling 480-782-3510.
- If you have items that are too large to fit in a curbside or alley trash container, you may need a bulk materials pick up. Residents paying for City-provided solid waste services can receive one free curbside bulk pick up every six weeks. Call 480-782-3510 to schedule your collection.
- The Recycling-Solid Waste Collection Center, located at 955 East Queen Creek Road, is available to residents paying for City-provided solid waste services. The Center is open Thursday through Monday from 8 a.m. to 4 p.m. for large items including yard waste. Residents must self-haul and unload the material.
- Businesses, County island residents and residents living in multi-family housing may only use the Recycling-Solid Waste Collection Center for recycling. Recyclables can also be deposited at 16 drop-off recycling sites throughout the City. Visit [www.chandleraz.gov/recycle](http://www.chandleraz.gov/recycle) for a map of locations and materials accepted at each site.

If you have any questions about recycling or trash service, please call Solid Waste Services at 480-782-3510 or visit [www.chandleraz.gov/recycle](http://www.chandleraz.gov/recycle).

**Residents with Smart Phones can use the "My Waste" app as a way to get information and set reminders on pick-up, recycling and bulk schedules. Never lose track of collection with a detailed collection calendar customized to your address!**

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Your City officials want input on how to build a better community. Log on to [www.chandleraz.gov](http://www.chandleraz.gov) and submit your comments on the "Contact Us" link.



Tune in to Cable Channel 11 for live coverage and replays of meetings, bulletin board announcements, original programming and more.

Go to [www.chandleraz.gov](http://www.chandleraz.gov) for current meeting information.

*In accordance with the Americans with Disabilities Act, this publication can be made available in an alternative format, if requested. It can also be made available in Spanish.*

*Si desea esta información en español, por favor llame al teléfono 480-782-2000.*

## Maintain your lawn and alleyways

With the changing of the seasons, many types of vegetation are growing quickly in lawns, alleyways and empty lots in neighborhoods all over town. That means Chandler property owners need to be ready to clean up areas that they are responsible for maintaining.

A Chandler ordinance states that property owners or persons in control of any private premises are responsible for maintaining their entire premises free from weeds, over-height grass and uncontrolled vegetation grown, including any abutting right-of-way up to the curb or street (or the edge of the pavement where curbs are not present). Owners are also responsible for maintenance to the center of their alleys. These areas should be free of any and all weeds and grass in excess of six inches in height.

Also, keep in mind that landscaping should not obstruct public rights-of-way, including streets, sidewalks, signs, fire hydrants and traffic signals. Trees and shrubs should be trimmed back to avoid these situations. To report a violation or obtain more information, go to [www.chandlercode.com](http://www.chandlercode.com), use the City's mobile phone app, or call 480-782-4320.

## May calendar highlights

- 3 You Look Marvelous Fashion Show, Center for the Arts, 480-782-2680
- 3 Break Time registration begins, 480-782-2727
- 3 Cinco de Mayo Celebration, Downtown Library Plaza, 480-310-2018
- 4 Chandler Symphony, Center for the Arts, 480-782-2680
- 8, 22 City Council meeting, Council Chambers, 480-782-2180
- 10 Science Saturday, Tumbleweed Ranch, 480-782-2717
- 10 Vision Kidz Workshop, Vision Gallery, 480-782-2695
- 10 Chandler Children's Choir, Center for the Arts, 480-782-2680
- 17 "Swan Lake" Yen Li Chen Ballet, Center for the Arts, 480-782-2680
- 26 Memorial Day holiday, City offices closed

**Call the Special Events hotline at 480-782-2735, or go to [www.chandleraz.gov](http://www.chandleraz.gov) for event information.**



**Chandler City Council** -- Front row from left: Councilmember Trinity Donovan, Mayor Jay Tibshraeny and Councilmember Nora Ellen. Back row from left: Councilmember Jeff Weninger, Councilmember Jack Sellers, Councilmember Kevin Hartke and Vice Mayor Rick Heumann.

The Mayor & Council can be contacted at 480-782-2200.